



Dog A.I.D. Recruitment Pack – Training Advisor

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About Dog A.I.D.

Dog A.I.D. (Assistance in Disability) is a unique organisation, empowering physically Disabled people to train their own pet dogs, supported by professional dog trainers as volunteers.

Dog A.I.D. was established in 1992 to assist people with physical disabilities, improving their quality of life by coaching them to train their own pet dogs to provide assistance with day-to-day tasks.

In 1996, the Dog A.I.D. Scheme was launched nationally at Crufts and today has a team of staff, volunteer trainers and assessors based across the country supporting Assistance Dog partnerships. As of May 2024, there are 98 fully qualified Dog A.I.D. dogs throughout the country, with 70 more in training with 95 voluntary Dog A.I.D. Trainers. The training takes up to two years with both dog and disabled owner ('client') receiving training and coaching from our network of trainers and attaining fully accredited Assistance Dog status through three distinct stages.

Dog A.I.D. is a member of Assistance Dogs UK, a voluntary coalition of Assistance Dog charities that aims to promote the freedom, independence and rights of people with Assistance Dogs across the UK. All Assistance Dogs UK dogs adhere to the highest training and welfare standards as set out by Assistance Dogs International and the International Guide Dogs Federation.

This is an exciting time for the charity which has a strong team in place led by a new CEO who took up post in October 2023. Last year, the charity developed and launched its new 3-year strategic plan which has an ambitious plan for growth to meet the incredible demand for its services.

About this role

Dog A.I.D. is recruiting for the exciting role of Training Advisor. The post-holder will lead the development of two key projects that are central to the success of our strategy: the development of a volunteer trainer mentoring scheme and the development of a Dog A.I.D. assessor's course. The post-holder will also provide subject matter expertise to the charity on the training of Assistance Dogs and use their knowledge and expertise to pilot innovative ways of delivering our programme that are compliant within the ADI standards framework in which we are working.

The Training Advisor will also work closely with our Training and Volunteer

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Officer in supporting our network of vital volunteer dog trainers. This will involve helping to develop our volunteer trainer CPD offer including the creation and delivery of engaging training workshops, contributing to the development of training resources and events and providing advice to volunteers and the staff team on training related matters. The post holder will play a key role in the long-term retention of our network of volunteer trainers by developing our CPD offer and mentoring volunteers to develop their skills and confidence in coaching our clients in Assistance Dog taskwork.

Although we are looking for an experienced and qualified dog trainer for this role, our work is person-centred so the right candidate will need excellent interpersonal and communication skills to develop effective working relationships with volunteers and the Dog A.I.D. staff team. The right candidate will need to be well-organised, be able to see projects through to completion within set time frames and have strong administrative skills to keep comprehensive and up to date project records and reports. Demonstrable previous experience in any of the following areas would be a distinct advantage: service development, learning and development, training delivery, project management.

It is essential that the post-holder is a strong team member who is proactive and self-motivated. They need to be able to see “the bigger picture”, identify priorities and use their initiative to “get on and do” what needs to be done. These are exciting times for our charity so we would want someone who is passionate about what we are trying to achieve and comes with us on the journey. There is a lot of scope for the post-holder to shape this role and demonstrate an innovative and creative approach whilst working within a standards framework.

Applicants who are self-employed and have a dog training business are welcome to apply for this role and we are open to negotiation about how the hours the applicant would be employed by us would work the required hours alongside a self-employed role. However, please note that this role is not being offered on a self-employed basis.



Training Advisor

Hours:	25 hours per week, with TOIL for out-of-hours work
Salary:	£18,333 per annum
Responsible to:	CEO and Operations Manager
Contract:	Permanent, subject to funding
Location:	Flexible working. Predominantly home-based with regular travel expected to Head Office in Shrewsbury and team days/other meetings at various locations within the United Kingdom

Job Description

Programme and project development:

- Lead on the development, delivery and evaluation of our new volunteering projects: mentoring scheme and in-house assessor's course.
- Develop and pilot innovative ways of delivering our programme that are informed by client/volunteer feedback as well as being compliant with the ADI standards framework within which Dog A.I.D. is working.
- Provide subject matter expertise on dog training to our volunteer network and staff team as required for the effective and efficient delivery of the Dog A.I.D. programme including contributing to probation reviews, verification of assessments and the assessment of new trainer applications.
- Provide subject matter expertise on dog training to our programme working groups (policy/process development and ADI accreditation).
- Support the development of consistent and equitable processes which will enable the effective and efficient delivery of the programme.
- Take responsibility for the administration that is required in support of the responsibilities outlined above including keeping up to date project records, communicating with stakeholders and writing detailed reports.

Volunteer and Client Training and Development:

- Develop and deliver in-person and online training for client and volunteer training workshops.
- Develop training material and resources for clients and volunteer trainers.
- Support the Training and Volunteer Officer in providing the following support for the trainers volunteering on our programme: tailored 1-2-1 advice for volunteers, sourcing relevant and engaging webinar speakers, developing and facilitating online trainer drop-in sessions which provide peer support and discussions on relevant training topics.

Other:

- Develop and deliver presentations and practical demonstrations in relation to Dog A.I.D.'s work at external events including conferences and awareness raising days.
- Contribute to team meetings, away days and training events both online and in-person.
- Uphold the vision, mission and values of the charity.

Person Specification

Essential:

- Extensive professional experience and relevant qualifications as a dog trainer using positive techniques.
- Experience in the training of task work.
- Experience of working with physically Disabled people
- An understanding of the challenges for physically Disabled people and the potential life-changing impact their dogs can provide as trained Assistance Dogs
- Experience in coaching and mentoring individuals and groups.
- Experience in the development and delivery of engaging training.
- Confidence with working with IT including a good working knowledge of Microsoft 365 and using CRM's.

- Excellent written and verbal communication skills
- Empathetic and person-centred with excellent interpersonal skills to build great relationships with volunteers, clients and team members.
- Highly organised with effective time management skills and the ability to manage and prioritise a heavy workload.
- Ability to think creatively and innovatively.
- Ability to work with a high level of accuracy and superb attention to detail.
- Knowledge of GDPR legislation and experience in handling sensitive and confidential information
- Proactive, self-motivated and uses their initiative to get things done.
- A strong team member who sees the “bigger picture” and is able to consider the work of others and how different workstreams fit together.
- A commitment to Dog A.I.D.’s charitable objects, vision, mission and values
- The ability to travel when required to venues across the United Kingdom

Desirable:

- Membership of a professional dog training body e.g. IMDT or similar
- Awareness and understanding of the Social Model of Disability
- Previous experience of working for an Assistance Dog charity.
- Experience as a Dog A.I.D. volunteer trainer and/or client.
- Experience of working within standards frameworks
- Knowledge of safeguarding
- Experience of contributing to the development and delivery of impactful projects

How to apply

Thank you for your interest in applying for the Trainer Advisor role with Dog A.I.D. to help to grow and develop this small charity to support many more people with disabilities throughout the U.K. to become more independent through training their own dog as an Assistance Dog.

In order to apply, please send a copy of your CV and a covering letter via email with the subject as "Application for Programme Support and Engagement Officer Role" Belinda.johnson@dogaid.org.uk by **midnight, Friday 7th June 2024.**

Please use your covering letter to demonstrate how your skills, qualities and experience meet each of the requirements listed in the person specification, and how they have helped you achieve relevant, positive results.

Applications will be reviewed in the week commencing 10th June and we will invite shortlisted applicants to an initial panel interview via Microsoft Teams. Please let us know about any access requirements so that we can make any adjustments needed.

If you have any questions or would like to have a confidential conversation about the role with the CEO, Belinda Johnson, before making your application, please contact Belinda.johnson@dogaid.org.uk

Privacy Notice for Job Applicants

Dog A.I.D. is the data controller for the information you provide during the recruitment process. We are committed to respecting and protecting your privacy. Once you choose to provide us with personal information, you can be assured that it will only be used by Dog A.I.D., will be stored securely and we will never share your information unless legally required to do so. Full details of our Privacy Policy can be found at www.dogaid.org.uk/privacy-policy.

If you have any queries about the process or how we handle your information please contact us at admin@dogaid.org.uk or write to: Earlyworld House, 7 Darwin Court, Oxon Business Park, Welshpool Road, Shrewsbury, SY3 5AL

What will we do with the information you provide to us?

All the information you provide during the recruitment process will only be used for the purpose of progressing your application, or to fulfil legal or regulatory requirements. Dog A.I.D. will not use your data for any purpose other than the recruitment process for the role you have applied for. We will hold the information you provide securely in line with the UK GDPR, whether the information is in electronic or physical format.

Dog A.I.D. will use the contact details you provide to us to contact you to progress your application. We will use the other information you provide to assess your suitability for the role for which you have applied.

What information do we ask for, and why?

We do not collect any more information than we need to fulfil our stated purposes and will not retain it for longer than is necessary. The information we ask for is used to assess your suitability for employment. You don't have to provide the information we ask for, but it might affect your application if you don't do so.

Dog A.I.D. has a legitimate interest in processing personal data during the recruitment process and keeping records of the recruitment process.

Application stage

We ask you for your personal details including name and contact details. We will also ask you about your previous experience, education, referees and for answers to questions relevant to the role you have applied for.

You will also be asked to provide equal opportunities information. This is not mandatory and if you don't provide the equal opportunities information, it will not affect your application. This information will not be made available to any staff outside of those involved in the recruitment in a way which can identify

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you. Any information you do provide will be used only to produce and monitor equal opportunities statistics.

Interviews and Assessments

We might ask you to complete tests and to attend an interview. Information will be generated by you and by us. For example, you might complete a written test, or we might take interview notes. This information will be held securely by Dog A.I.D.

Conditional offer

If Dog A.I.D. makes a conditional offer of employment, we will ask you for information so that we can carry out pre-employment checks. You must successfully complete pre-employment checks to progress to a final offer. We need to process this information to ensure that Dog A.I.D. complies with legal obligations to confirm the identity of our staff, their right to work in the UK and seek assurance as to their trustworthiness, integrity and reliability.

You will therefore be required to provide proof of your identity with original documents, of which we will take copies. You will be asked to complete a criminal records declaration to declare any unspent convictions. We will contact your referees, using the details you provide in your application, directly to obtain references.

Final offer

If we make you a final offer, we will also ask you for the following:

- Bank details - to process salary payments
- Emergency contact details - so we know who to contact in case you have an emergency at work

How long is the information retained for?

If you are successful, the information you provide during the recruitment process will be retained by us as part of your employee file for the duration of your employment plus seven years following the end of your employment. This includes your criminal records declaration, records of any security checks and references.

If you are unsuccessful at any stage of the process, the information you have provided until that point will be retained for six months from the closure of the recruitment process. Information generated throughout the assessment process, for example interview notes, is retained by us for six months following the closure of the recruitment process.